

# **WASHINGTON STATE WIC POLICY AND PROCEDURE MANUAL**



## **VOLUME 1, CHAPTER 12**

### **Referrals**

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## CHAPTER 12 REFERRALS AND COORDINATE SERVICES

### Section 1 Referrals

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#### **POLICY: Make Referrals**

Staff must assess the client's needs for health services and other resources that support the family. Staff must offer referrals based on needs identified or client's interests at each:

1. Certification
2. Complete certification
3. Mid-certification health assessment
4. Recertification

Staff must make referrals using one of the following options. Refer clients to:

1. The Family Health Hotline, 1-800-322-2588.

**Note:** The WIC Appointment Folder lists the Family Health Hotline number. Family Health Hotline staff help callers learn about health related and public assistance programs in Washington State.

Or

2. A local referral line which provides information on health related and public assistance programs.

Or

3. One or more direct referrals to health related and public assistance programs based on client's needs and interests.

Staff must give written information on how and where to apply for Medicaid. Give the information to clients and to caregivers of infants and children when the family:

- Doesn't currently receive Medicaid.
- The family income appears to be below limits for the Medicaid program.

Staff must screen immunization records for children age 24 months or less. Staff must refer children who aren't up-to-date.

Staff must keep a list of local resources for drug and alcohol abuse counseling and treatment. Staff must refer when appropriate.

Staff must refer clients and applicants who aren't eligible for WIC to the Family Health Hotline for information on other health related and public assistance programs.

**Note:** Staff have the option to make additional referrals at any time.

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#### PROCEDURE:

Staff:

- A. Assess the needs of the client and family at the following appointments:
  - 1. Certification
  - 2. Complete certification
  - 3. Mid-certification health assessment
  - 4. Recertification
- B. Refer all clients to health related and public assistance programs based on the needs of the client and family.
- C. Make referrals using one of the following options:
  - 1. The Family Health Hotline, 1-800-322-2588. The WIC appointment folder lists the phone number and website. OR
  - 2. A local referral line which provides information on health related and public assistance programs. OR
  - 3. A direct referral to one or more health related and public assistance programs.
- D. Have the option to :
  - 1. Offer a community resource handout or information about one or more local health related and public assistance programs in addition to the options above.
  - 2. Allow clients to use the WIC phone to schedule appointments.
  - 3. Phone the agency or service for the client so client can make appointment.
  - 4. Walk the client to the other service if it is in the same agency.
  - 5. Have applications for other programs available at the clinic.
  - 6. Help the client fill out applications or tell the client about other staff who can help the client fill out applications.
- E. Provide written information about Medicaid when the client appears to be within income guidelines. Include how and where to apply.

**Note:** Go to [www.dshs.wa.gov/publications/library.shtml](http://www.dshs.wa.gov/publications/library.shtml) for Medicaid and DSHS client handouts.

Applicants may:

- 1. Apply online at [www.washingtonconnection.org/home](http://www.washingtonconnection.org/home)
- 2. Contact the local Community Service Office at 1-800-562-3022

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3. Find information at [www.parenthelp123.org](http://www.parenthelp123.org). Families can see if they qualify for Medicaid and other programs. Clients who are eligible for medical programs, including Medicaid, receive a ProviderOne card.
- F. Ask the caregiver of a child 24 months or less to bring the child's immunization record to the certification, complete certification, mid-certification health assessment, and recertification WIC appointments.
- G. Screen the immunization records for children 24 months or less. Refer children who aren't up-to-date with immunizations to one of the following:
  1. Medical provider
  2. Local health department
  3. Other immunization clinic
- H. Have the option to screen the immunization record through the Child Profile Immunization Registry or another source.

**Note:** Staff have the option to screen immunization records for all children. Refer to the "Screen Immunization Records" policy in this chapter.
- I. Refer clients to local drug and alcohol abuse counseling and treatment when appropriate.

**Note:** The WIC Appointment folder contains referral information for the Alcohol/Drug 24 Hour Help Line, 1-800-561-1240. Help Line staff refer clients to local resources.
- J. Refer clients or applicants who aren't eligible for WIC to other health related and public assistance programs and services. Offer the Family Health Hotline number or give information for services in your community that meet the needs of the family.

#### Information:

Staff hear about a client's and family's needs. Clients often need more than WIC food. When WIC staff refer clients to the Family Health Hotline, Family Health Hotline staff make referrals to:

- free or low-cost health insurance
- food resources
- immunizations
- breastfeeding support
- family planning services
- parenting support

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- child development screening services
- other social and health programs

Here are some tips to help make referrals in a positive, useful way:

- Stay up to date with your community resources.
- Ask the client if she is interested to learn more about a program or service.
- If the client is interested, tell the client about:
  - eligibility requirements
  - cost (if there is one)
  - location
  - phone number
  - business hours
  - the name of a contact person.
- Provide a referral form with information that will help client get service more easily.
- Offer handouts and application forms for services.

#### Common referrals

Apple Health for Kids	Housing and shelters
Basic Food Program	Immunizations
Breastfeeding	Infant Case Management
Child Support	Maternity Support Services
Clothing and baby supplies	Medical doctor (MD)
Dentist	Medicaid
Dietitian	Public health nurse
Domestic violence shelters	Substance abuse counseling/treatment
Family Planning	Temporary Assistance for Needy Families (TANF)
Food bank	Washington Basic Health
Head Start	Well child visits



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#### **POLICY: Document Referrals**

Staff must document:

1. Any referral made in the client file.
2. Referrals using words and abbreviations understood by all WIC staff in the clinic.
3. The month and year of any referral.

#### **PROCEDURE:**

Staff:

- A. Document the referral in the client file.
- B. Document the month and year of the referral in the client file.
- C. Document the same way in each clinic i.e. use same names or abbreviations to describe a referral.

**Note:** When Medicaid, TANF (Temporary Assistance for Needy Families), Basic Food Program (also called the Supplemental Nutrition Assistance Program or SNAP), or FDPIR (Food Distribution Program on Indian Reservations) is checked on the Income Tab, Client Services automatically documents that the client is receiving these services on the Referral Tab.

#### **Information:**

Documenting a referral allows all staff who work with the client follow up on referrals at future appointments. See “Assess Referral Outcome” in this chapter.

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#### **POLICY: Screen Immunization Records**

Staff must ask the caregiver of children age 24 months or less, to bring the immunization record to the:

1.      Certification appointment
2.      Complete certification appointment
3.      Mid-certification health assessment
4.      Recertification appointment

Staff must screen the immunization record for all children 24 months or less. Staff must count the number of Diphtheria, Tetanus and acellular Pertussis (DTaP) immunizations to determine if the child is up-to-date based on the age of the child.

Staff must refer infants and children who aren't up-to-date with immunizations to:

1.      Medical provider
2.      Local health department
3.      Immunization clinics

Staff can't deny WIC benefits if a caregiver doesn't bring the immunization record or if the child isn't up-to-date with immunizations.

#### **PROCEDURE:**

Staff:

- A.      Ask the caregiver to bring the immunization record for a child age 24 months or less, to the following WIC appointments:
  1.      Certification
  2.      Complete certification
  3.      Mid-certification health assessment
  4.      Recertification

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- B. Review the record for the correct number of DtaPs. Use the chart below:

<b>Infant or child age:</b>	<b>Screen for:</b>
Between birth and 2 months	none
Between 2 and 3 months	at least 1 dose of DTaP
Between 3 and 5 months	at least 2 doses of DTaP
Between 5 and 15 months	at least 3 doses of DTaP
Over 18 months	at least 4 doses of DTaP

To see the current immunization schedule for children to go:

[www.doh.wa.gov/cfh/immunize/schools/vaccine.htm](http://www.doh.wa.gov/cfh/immunize/schools/vaccine.htm)

The chart below shows the number of DTaPs based on typical WIC visits:

<b>WIC visit type:</b>	<b>Screen for:</b>
Complete certification	none
Infant health assessment	3 DTaPs
12 month recertification	3 DTaPs
Child health assessment	4 DTaPs

1. When DTaP isn't on the immunization record, staff may count the number of DT, DTaP-IPV, DTaP-Hib, DTaP-Hep B-IPV, or DTaP-IPV-Hib.

**Note:** The "DTaP" is the most common.

2. WIC staff are encouraged, but aren't required to know vaccine brand names.

The chart below shows vaccine names and what is in the vaccine:

<b>Term</b>	<b>What's in the vaccine</b>	<b>Brand name</b>
DT	Diphtheria and TetanusToxoid	Generic
DTaP	Diphtheria, Tetanus and acellular Pertussis	Daptacel, Tripedia, Infanrix
DTaP-IPV	DTaP and inactivated polio combination	Kinrix
DTaP-Hep B-IPV	DTaP, hepatitis B, and inactivated polio combination	Pediarix
DTaP-IPV-Hib	DTaP, inactivated polio, and haemophilus influenza type b combination	Pentacel
DTaP-Hib	DTaP and haemophilus influenzae type b (Hib) combination	TriHIBit

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- C. Share the results of the DTaP screening with the caregiver.
- D. Refer the client for immunizations when not up-to-date or when you don't see the record.
- E. Document in the client's file on the Referrals tab as follows:
  - 1. If the child has the correct number of DTaPs for age, mark "Has".
  - 2. If the child doesn't have the correct number of DTaPs for age, document "Referred".
  - 3. If the caregiver didn't bring the record, document "Referred".
  - 4. If the caregiver doesn't want to bring in the record or doesn't want WIC staff to screen the record, mark "not interested". The caregiver's refusal doesn't affect WIC benefits in any way.

#### **Information:**

WIC staff aren't required to be immunization experts. Staff need to know where to refer clients for more information.

Some WIC staff find it easier to screen all children. This is a local agency option.

Immunization information available at: [www.doh.wa.gov/cfh/immunize/default.htm](http://www.doh.wa.gov/cfh/immunize/default.htm)

Immunization materials available at:  
<http://here.doh.wa.gov/search-by-subject/immunizations/>

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#### ***RECOMMENDATION:* Assess Referral Outcome**

Best practice is to assess and document the outcome of a referral in the client's file.

#### ***GUIDELINES:***

Staff:

- A. Ask if client was able to contact service or program and if there were any problems or barriers getting the service.
- B. Work with the client to resolve the problem or barrier.
- C. Encourage the client to apply for a needed service or program.
- D. Give the client more information to support the client to get the service.

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## CHAPTER 12 REFERRALS AND COORDINATE SERVICES

### Section 2 Coordinate Services

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#### **POLICY: Coordinate with Other Health and Social Services**

Staff must coordinate WIC services with other programs and services available in the agency and community when it benefits the client.

Staff share WIC health data with other health care programs when possible. The client must sign a consent form or the agency must have a Memorandum of Understanding (MOU).

#### **PROCEDURE:**

Staff:

- A. Coordinate WIC appointments with other services when possible i.e. Well Child Clinic, Immunization clinics, and Family Planning.

**Note:** Schedule WIC clinic days when other services are available.

- B. Share WIC health data with other programs when possible and after receiving a signed client release of information from the client. See Volume 1, Chapter 25 - Legal Considerations and Confidentiality.
- C. Coordinate WIC nutrition education with other programs that provide nutrition education.

#### **Information:**

In an effort to help clients reduce steps to get services from difference sources, explore ways to coordinate services to make it easier for the client. Coordinating WIC services with other programs help:

- Clients by reducing the number of trips they have to make.
- Improve agency efficiency, i.e. get blood work done one time.
- Increase access to health services for clients and families.
- Clients get up-to-date on immunizations.

## Appendix





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**Common Resources for Women, Infants and Children**

Resource	Description
Basic Food <a href="http://www.dshs.wa.gov/onlinecso/food_assistance_program.shtml">www.dshs.wa.gov/onlinecso/food_assistance_program.shtml</a>	The Basic Food Program helps low-income individuals and families obtain a more nutritious diet by supplementing their income with Basic Food benefits.
Basic Health 1-800-660-9840 <a href="http://www.washingtonhealth.hca.wa.gov/">www.washingtonhealth.hca.wa.gov/</a>	Basic Health is a state program. It provides affordable healthcare coverage to low-income Washington families.
Children with Special Health Care Needs Program 1-800-322-2588 <a href="http://www.doh.wa.gov/cfh/cshcn/default.htm">www.doh.wa.gov/cfh/cshcn/default.htm</a>	The Children with Special Health Care Needs Program serves children who have serious physical, behavioral or emotional conditions that require health and related services beyond those required by children generally. Work with your county CSHCN Coordinator at your local health department.
Head Start and Early Childhood Education and Assistance Program <a href="http://www.del.wa.gov/care/find-hs-eceap/">www.del.wa.gov/care/find-hs-eceap/</a>	ECEAP (Early Childhood Education and Assistance Program) and Head Start are comprehensive preschool programs that provide free services and support to eligible children and their families. The goal of both programs is to help ensure all Washington children enter kindergarten ready to succeed.
Immunizations 1-866-397-0337 <a href="http://www.doh.wa.gov/cfh/immunize/default.htm">www.doh.wa.gov/cfh/immunize/default.htm</a>	Current immunization schedules are available at this website.
Infant Case Management <a href="http://hrsa.dshs.wa.gov/firststeps/client.shtml#TOP">http://hrsa.dshs.wa.gov/firststeps/client.shtml#TOP</a>	Infant Case Management staff help moms learn about how to use needed medical, social, educational and other resources in their community.
Maternal and Child Health Program <a href="http://www.doh.wa.gov/cfh/mch/default.htm">www.doh.wa.gov/cfh/mch/default.htm</a>	The Office of Maternal and Child Health website links to programs that focus on women, infants, children, adolescents, and their families.

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Maternity Support Services  <a href="http://hrsa.dshs.wa.gov/firststeps/client.shtml#TOP">http://hrsa.dshs.wa.gov/firststeps/client.shtml#TOP</a>	Maternity Support Services are preventive health and education services to help a woman have a healthy pregnancy and a healthy baby. Maternity Support Services include an assessment, education and in some cases intervention(s) and counseling.
ParentHelp 123 an interactive site hosted by Within Reach  <a href="http://www.parenthelp123.org/">www.parenthelp123.org/</a>	ParentHelp123 helps families find and apply for programs and local services such as: <ul style="list-style-type: none"><li>• Free or low-cost Health Insurance, including Medicaid, Basic Health, SCHIP and Children’s Health Insurance Programs.</li><li>• Nutrition Resources, like Basic Food (food stamps), the Nutrition Program for Women, Infants and Children (WIC), and local food banks.</li><li>• Family Planning services, such as low-cost birth control through the Take Charge Family Planning Program.</li><li>• Low-cost Child Care programs like Head Start.</li><li>• Immunizations</li></ul>
Temporary Assistance for Needy Families (TANF) <a href="http://www.dshs.wa.gov/onlinecso/tanf_support_services.shtml">www.dshs.wa.gov/onlinecso/tanf_support_services.shtml</a>	Temporary Assistance for Needy Families (TANF) provides temporary cash and medical help for families in need.
Washington Apple Health for Kids 1-877-543-7669 <a href="http://www.dshs.wa.gov/applehealth/">www.dshs.wa.gov/applehealth/</a>	Apple Health for Kids helps families easily apply for children’s healthcare.
Within Reach 1-800-322-2588 <a href="http://www.withinreachwa.org/">www.withinreachwa.org/</a>	Within Reach connects families to health resources through 3 statewide hotlines and ParentHelp 123.